



RISK GROUP

## Complaints and Disputes

At KJ Risk Group we are committed to the fair, transparent and timely resolution of complaints and disputes. We have a detailed internal complaints and dispute resolution process. Should you have a complaint or a dispute about our services, please contact us on the details below and we will do our best to resolve the matter quickly.

Complaints Officer: Justin Niven  
Address: 303/115 Military Rd  
Neutral Bay, NSW 2089  
Phone: 02 8967 2000  
Email: [mail@kjriskgroup.com](mailto:mail@kjriskgroup.com)

As part of our commitment we are also a member of the Australian Financial Complaints Authority (AFCA) Australia a dispute resolution service which is accessible to clients free of charge in the event that you believe a complaint or dispute has not been satisfactorily dealt with by us. If your complaint or dispute cannot be resolved to your satisfaction within 30 days, you have the right to refer the matter to AFCA They may be contacted at:

Street Address: Australian Financial Complaints Authority  
Level 12, 717 Bourke Street, Docklands 3008  
Mailing address: Australian Financial Complaints Authority,  
GPO Box 3, Melbourne VIC 3001  
Phone 1800 931 678  
Email [info@afca.org.au](mailto:info@afca.org.au)  
Website [www.afca.org.au](http://www.afca.org.au)

We also subscribe to the National Insurance Brokers Association Code of Conduct and the Insurance Brokers Code of Practice, the Codes set minimum service standards that you may expect from us. You may obtain a copy of the Insurance Brokers Code of Practice by clicking on the following link: <https://www.afca.org.au>

